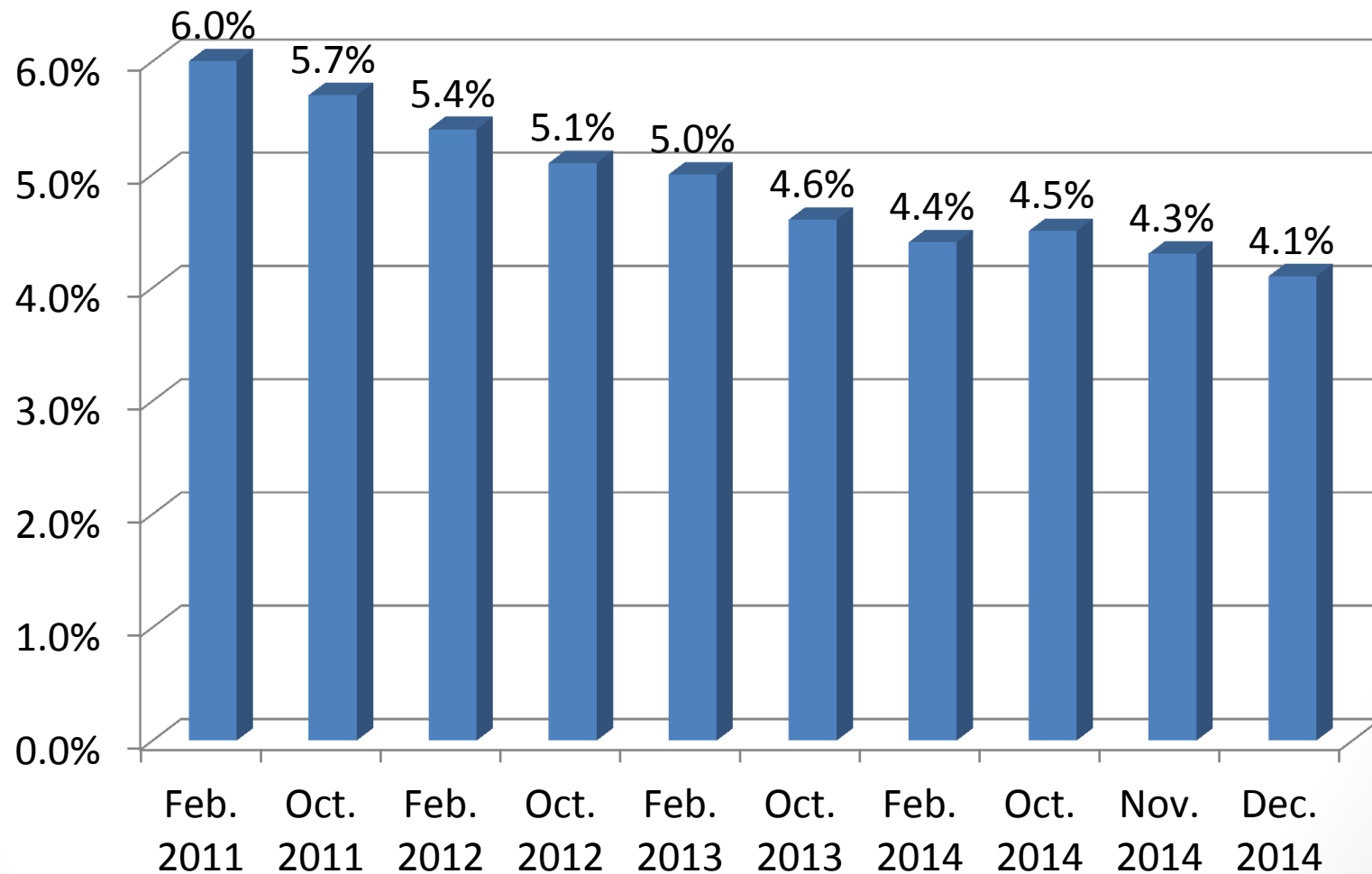


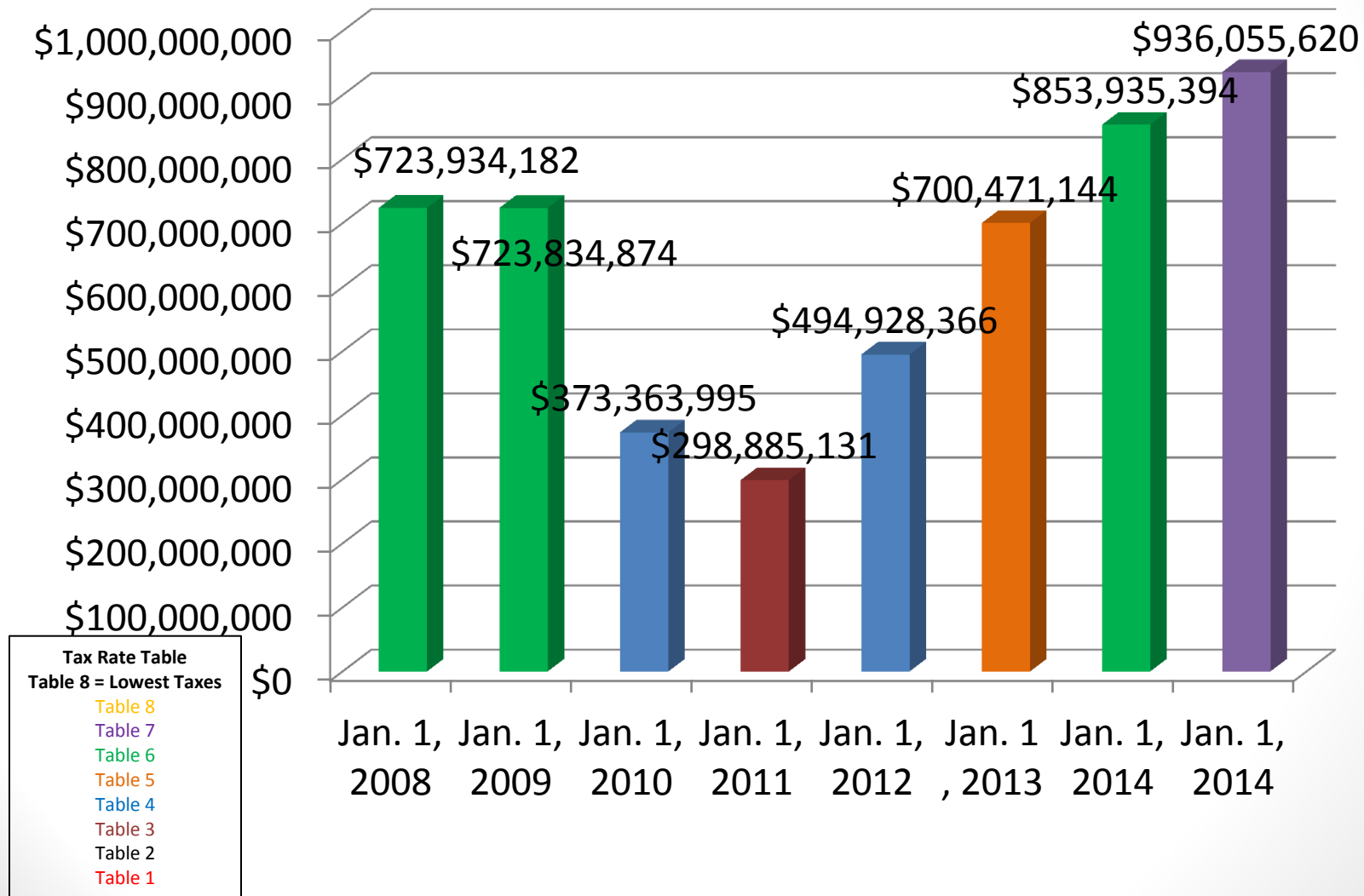
# Iowa Workforce Development

Economic Development Budget Sub-Committee  
February 12, 2015

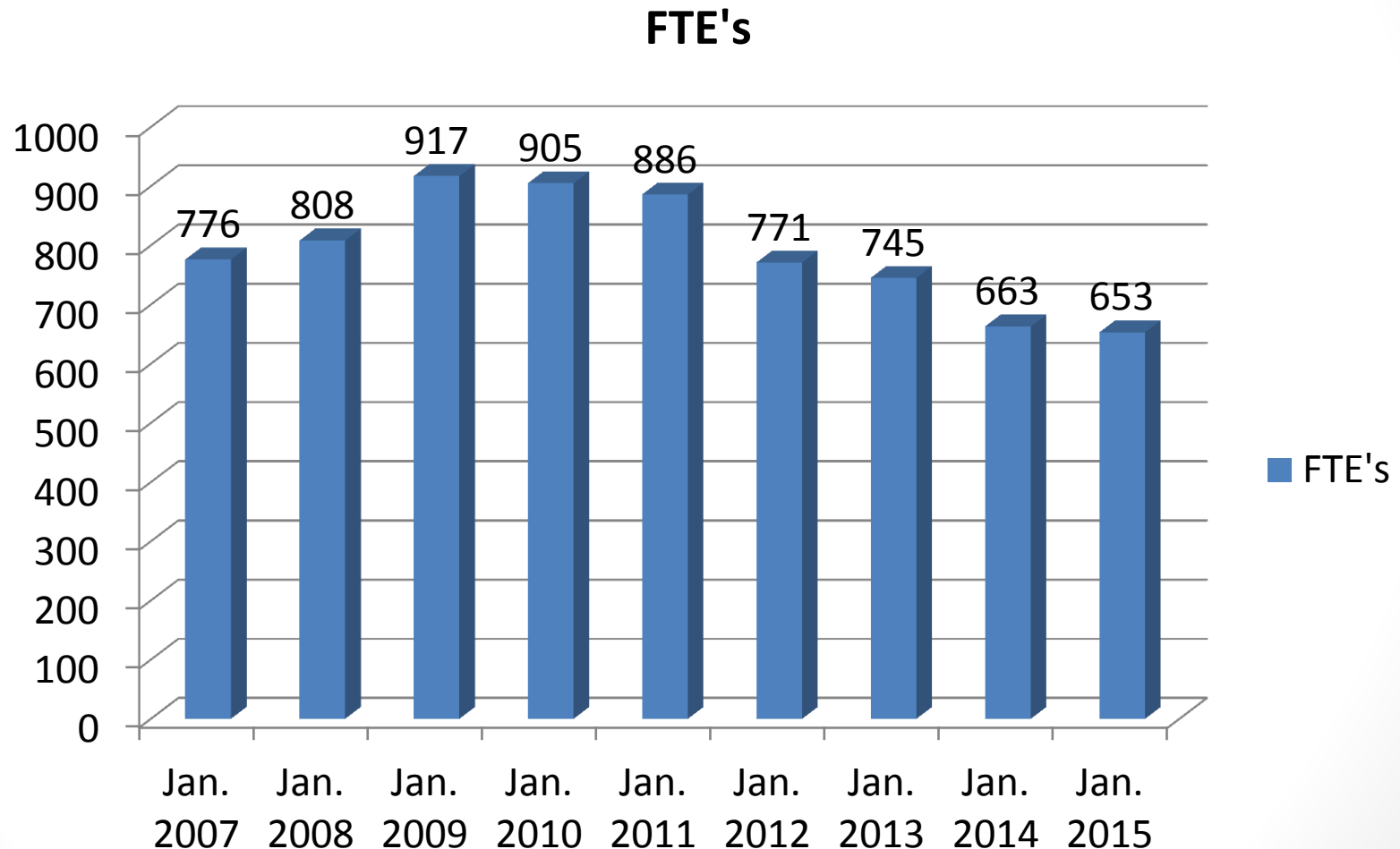
# Unemployment Rate



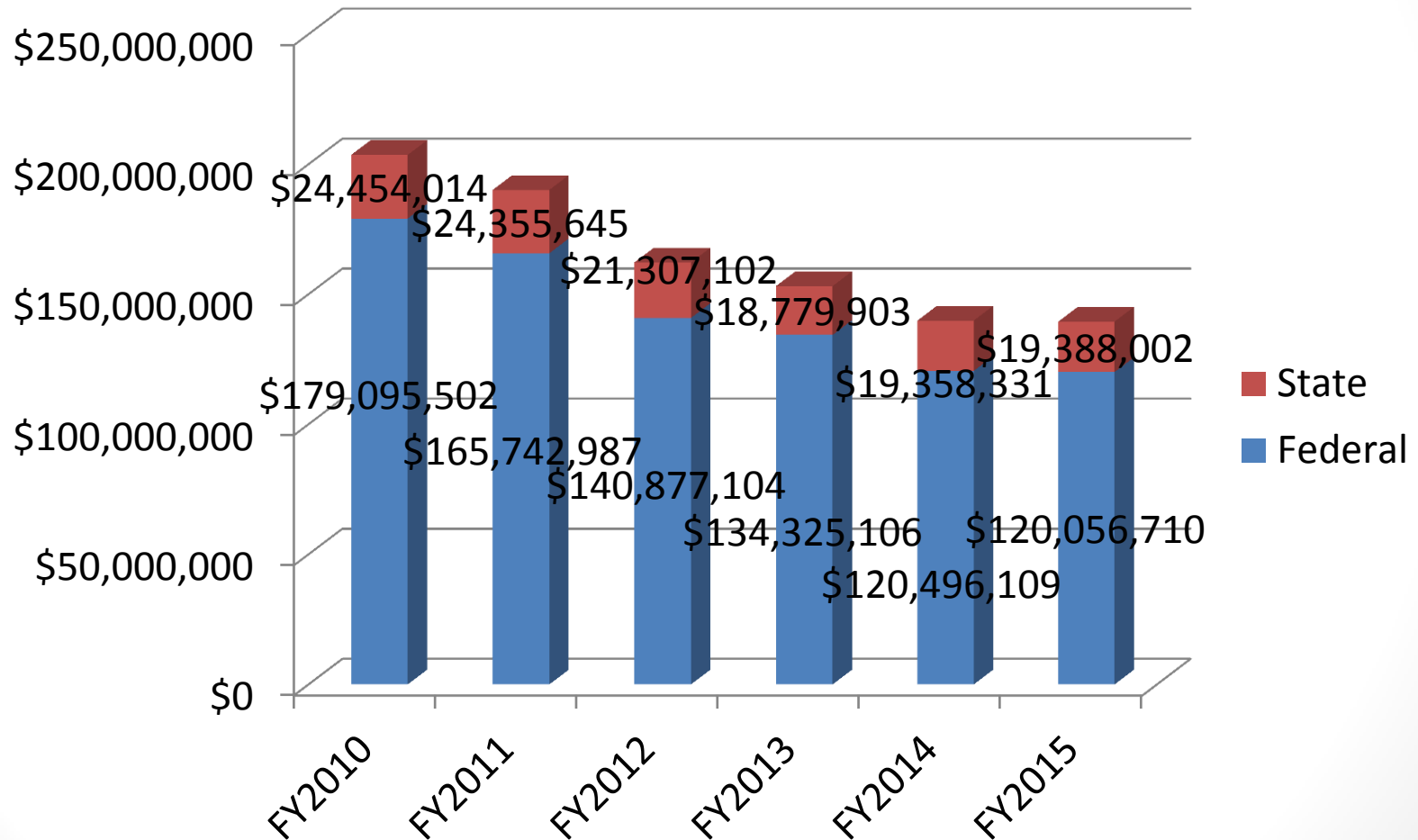
# Overview: Unemployment Trust Fund Balance for Benefits



# IWD Staffing Pattern



# IWD Funding Pattern



# Budget Requests

	SFY2013	SFY 2014	SFY 2015	SFY 2016 Governor's Recommendation
Labor Services - General Fund	\$3,495,440	\$3,548,720	\$3,823,539	\$4,492,416
Workers' Compensation - General Fund	\$3,262,044	\$3,259,044	\$3,259,044	\$3,259,044
Field Offices - General Fund	\$9,179,413	\$9,179,413	\$9,179,413	\$9,179,413
Offender ReEntry - General Fund	\$284,464	\$284,464	\$358,464	\$358,464
Misclassification - General Fund	\$451,458	\$451,458	\$451,458	\$451,458
Skills Training Program - AMOS	NA	\$100,000	\$100,000	\$100,000
Field Offices - P&I	\$1,627,084	\$1,766,084	\$1,766,084	\$1,766,084
UI Reserve Interest	\$633,000	\$494,000	\$100,000	\$100,000
<b>TOTAL</b>	<b>\$18,932,903</b>	<b>\$19,083,183</b>	<b>\$19,038,002</b>	<b>\$19,706,879</b>

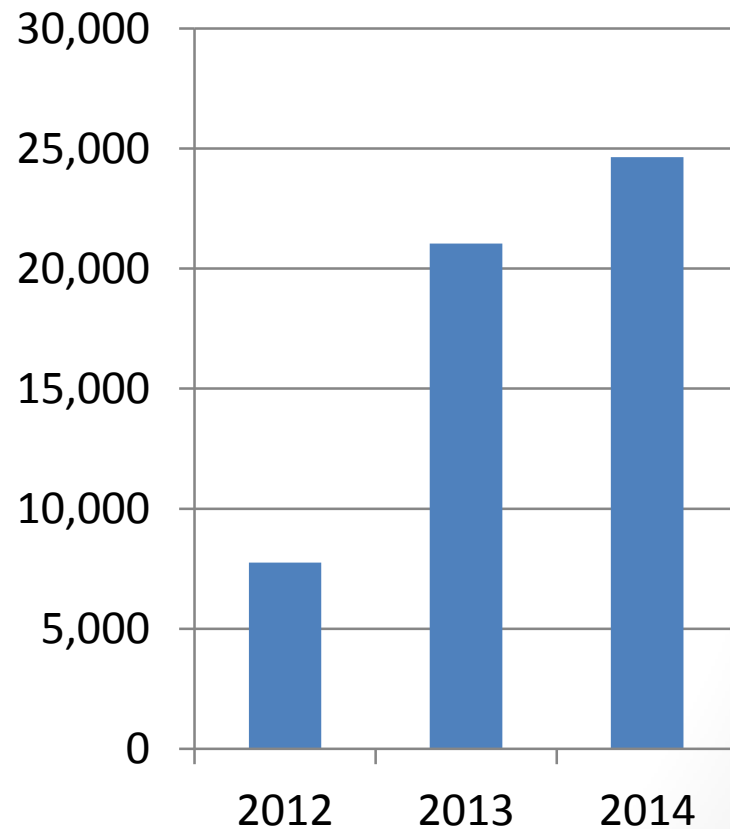
# 15% Reduction in Cost of Government

- Reduced DAS Costs
  - \$708,094 reduction from FY2013 to FY2014
  - \$221,272 expected additional reduction from FY2014 to FY2015
- \$797,068 annual savings through technology implementations in Unemployment Insurance
  - Mandatory electronic filing of employer tax reports
  - Implementation of VOIP at UISC
  - Reductions in postage
- WOTC technology
  - Caught up year and a half backlog of data entry and certifications

# Increase Personal Income by 25%

- Skilled Iowa Initiative
  - Over 58,000 NCRC certificates issued
  - Access to Career Ready 101 training tools
  - 24.82% of the transitioning workforce is certified
- Access to Workforce Services
  - Over 2,700 workforce services delivered daily via technology access points

**NCRC Certificates Issued**

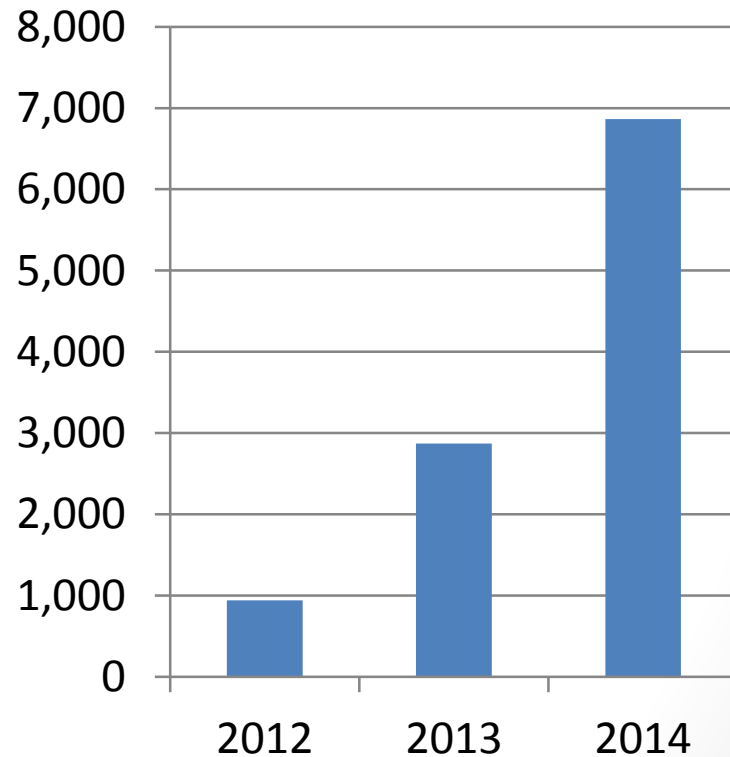




# Create Best Schools in the Nation

- Skilled Iowa Initiative
  - Over 200 high schools actively using the NCRC assessment
  - 340 of 352 high schools are member businesses
  - Over 9,500 high school students have achieved an NCRC certificate
- Partnered with Wells Fargo and Bankers Trust to provide access to digital financial literacy training systems

**NCRC Certificates Issued to High School Students**



# Create 200,000 New Jobs

- Skilled Iowa Initiative
  - 460 Internships
  - 55% of participants have been offered full-time employment
  - Internships have taken place in 61 different Iowa cities across all industry sectors
- Skilled Iowa Initiative
  - 12,508 member businesses
  - 595,904 employment opportunities covered by the member businesses
- National leader in employer job site indexing
- 10 customized job bank “microsites”
  - Workiniowa.jobs
  - Workiniowa-veterans.jobs
  - Workiniowa-healthcare.jobs
  - Workiniowa-manufacturing.jobs
  - Workiniowa-disability.jobs
  - Workiniowa-stem.jobs
  - Workiniowa-green.jobs
  - Workiniowa-youth.jobs
  - Workiniowa-seasonal.jobs
  - Workiniowa-construction.jobs

# WIOA Implementation

- Strengths

- IT systems are significantly integrated
- Voc Rehab and TANF are already One-Stop partners
- IWD will maintain current field office structure
- The eliminated 15 programs were not used in Iowa

- Challenges

- Lack of federal regulations
- Short implementation timeframe
- State law must conform to federal law
- IWD admin rules must conform to federal rules

# Improving the Customer Experience

## Current

- Multiple, legacy software platforms
- Separate logins for filing claims and registering for work
- Lack of central repository for customer interaction

## Future

- Single sign-on for all job seeker systems
- Maintain all documents, correspondence and information in central point for customer retrieval

# Client Profile

- Provides a central place for all claimant services and documentation.
- Provides faster processing times.

The screenshot shows the Iowa Workforce Development (IWD) Client Profile page. The header includes the Iowa.gov logo, navigation links for Agencies and Online Services, and a search bar. The user is logged in as 'Joe Profile' with email 'joe.profile@iwd.iowa.gov'. The main content area is titled 'Welcome Joe Profile' and features a sidebar with navigation links, a system alert message, and several service categories: 'Are you...' (Looking for Work, Unemployed), 'Would you like to...' (Update Information, Request Information), and a 'View IWD Message Center' section.

**iowa.gov** | Agencies Online Services | Search All of iowa.gov...

**WORKFORCE DEVELOPMENT** Home Contact | Search All of IowaWorkforceDev | Joe Profile | Logout  
joe.profile@iwd.iowa.gov

Home

Homepage  
Update Information  
Change Personal Information  
Change Email  
Change Password  
Look for Work  
Search for Work  
Register for Work  
Create Resume  
Unemployment Benefits  
File a UI Benefits Claim  
File a Weekly Continued Claim  
Claim Payment Summary  
Request Information  
Request Income Verification  
FAQ  
Contact Us  
Logout

IWD System Wide Alert Message Goes Here

## Welcome Joe Profile

You have a message from IWD which needs your attention

### Are you...

Looking for Work	Unemployed
Search for Work	File a UI Benefits Claim
Register for Work	File a Weekly Continued Claim
Create Resume	Claim Payment Summary

### Would you like to...

Update Information	Request Information
Change Personal Information	Request Income Verification
Change Email	FAQ
Change Password	Contact Us

### View IWD Message Center

Message 1
Message 2
Read All Messages

# Moving Forward

- Personal meetings with the each division to meet the staff.
- Visiting all 19 field offices within the next 60 days.
- Engage in critical stakeholder sessions and meetings.
  - Business Leaders
  - Workforce Organizations
  - Community Colleges
  - Iowa Workforce Development Board
  - Legislature
  - Governor's Office

# Moving Forward

- Complete a comprehensive, top to bottom review of operations and programs.
- Build and renew critical partnerships for organizational success.
- Determine how to best meet IWD's mission of providing quality, competent services in a timely and cost efficient manner.

**Beth Townsend, Director**  
**Iowa Workforce Development**  
**[Beth.Townsend@iwd.iowa.gov](mailto:Beth.Townsend@iwd.iowa.gov)**  
**515-281-5365**